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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Frederic P. Messinger and Bruce E. Nevin

RECEIVED

Application No.: 09/345,903 Group: 2174

JAN 08 2003

Filed: July 1, 1999 Examiner: Tran, Mylinh T.

Technology Center 2100

Confirmation No.: 1807

For: METHOD AND APPARATUS FOR SOFTWARE TECHNICAL SUPPORT AND TRAINING

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as First Class Mail in an envelope addressed to Assistant Commissioner for Patents, P.O. Box 2327, Arlington, VA 22202

on Dec 31, 2002 Elaine C. Leahy

Date

Signature

Elaine C. Leahy  
Typed or printed name of person signing certificate

Assistant Commissioner for Patents  
P.O. Box 2327  
Arlington, VA 22202

Sir:

Transmitted herewith is Amendment B for filing in the above-identified application.

[ ] Small entity status of this application under 37 C.F.R. 1.9 and 1.27 has been established by a Small Entity Statement previously submitted.

[ ] A Small Entity Statement to establish small entity status under 37 C.F.R. 1.9 and 1.27 is enclosed.

The fee has been calculated as shown below:

	COL. 1)	COL. 2)	COL. 3)	SMALL ENTITY		OTHER THAN SMALL ENTITY
				RATE	ADDIT. FEE	
TOTAL	34	MINUS	* 22	12		
INDEP	4	MINUS	** 3	1		
FIRST PRESENTATION OF MULTIPLE DEP. CLAIM				X \$ 9	\$	X \$18 \$ 216
				X \$42	\$	X \$84 \$ 84
				+ \$140	\$	+ \$280 \$

\* not fewer than 20

\*\* not fewer than 3

TOTAL = \$ 0

TOTAL = \$ 300

Please charge Deposit Account No. 08-0380 for the following fees:

[ ] Petition for [ ] month Extension of Time \$ \_\_\_\_\_  
[ ] Amendment Fee \$ \_\_\_\_\_  
[ ] Other Fees: \_\_\_\_\_ \$ \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
TOTAL: \$ 0

A check is enclosed in payment of the following fees:

[ ] Petition for [ ] month Extension of Time \$ \_\_\_\_\_  
[ x ] Amendment Fee \$ 300  
[ ] Other Fees:  
\_\_\_\_\_  
\_\_\_\_\_  
TOTAL: \$ 300

A general authorization is hereby granted to charge Deposit Account No. 08-0380 for any fees required under 37 C.F.R. 1.16 and 1.17 in order to maintain pendency of this application. A copy of this authorization is enclosed for accounting purposes.

Respectfully submitted,

## HAMILTON, BROOK, SMITH & REYNOLDS, P.C.

By Mark B. Solomon  
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Concord, Massachusetts 01742-9133

Dated: 12/31/02



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*JAN 18 2003*

*#91C  
1-8-03  
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**AMENDMENT BC**

Assistant Commissioner for Patents  
P.O. Box 2327  
Arlington, VA 22202

Sir:

This Amendment is being filed in response to the Office Action mailed from the U.S. Patent and Trademark Office on October 1, 2002 in the above-identified application. Reconsideration and further examination are requested.